

**OLD HALL SURGERY**

**PATIENT SATISFACTION SURVEY**

**2009**

**REPORT**

## PATIENT SATISFACTION SURVEY

Dr's Birch Phipps and Shaw would like to thank all the patients who completed the satisfaction survey during October/November 2008

We appreciate your time in commenting on the service provided by Old Hall Surgery.

We take very seriously the results of the survey and all your comments are discussed by all the practice staff.

We have put some information from the survey together.

We hope you find the results helpful and interesting.

Thank you once again for participating.

### **CONTENTS**

1. Patient Satisfaction Survey Feedback
2. Report ratings
3. Survey – Is there anything particularly good about your health care
4. Survey – Is there anything that could be improved
5. Practice comments

**OLD HALL SURGERY  
PATIENT SATISFACTION SURVEY FEEDBACK**

- The practice completed its annual patient satisfaction survey in December 2008.
- The Doctors would like to thank everyone who took the time to complete the questionnaires
- There is a government laid down bench mark which shows how well the practice performs.
- From the patients completing the survey questionnaire the practice is rated against the benchmark. This benchmark is an arbitrary figure set by the Department of Health.
- 20 Questions were asked. 9 questions are about the practice and 11 are about the consultation with the Doctor
- Each Doctor must have a minimum of 50 questionnaires completed
  
- The Doctors surveyed this year were
  - Dr Birch                      Dr Deacon
  - Dr Phipps                    Dr Nadaph
  - Dr Shaw                      Dr McCarthy
  
- The questionnaire also gives the opportunity of making comments about the good points of health care, and is there anything that could be improved. *See separate sheet.*
  
- All of these results are discussed with all the practice staff, including Doctors Practice Nurses, Receptionists and Health Care Assistant.
  
- An independent member of the public attached to the PCT is also invited to review the survey and meet with the Doctors to discuss the results.
  
- At the meeting the independent member of the public who has a long experience in health care felt that overall the practice was performing well.

# OLD HALL SURGERY

## PATIENT SURVEY RESULTS

Old Hall Surgery

GPAQ-GP (Combined Practice Report)

DEC 2008  
PD Ref: Ord 23936 Line: 14002

### 1. Report Ratings

|   | Rating | BenchMark |
|---|--------|-----------|
| Q2. How do you rate the way you are treated by receptionists at your practice?                  | 76     | 77        |
| Q3a. How do you rate the hours that your practice is open for appointments?                     | 69     | 67        |
| Q4b. How do rate how quickly you get to see this doctor?  | 56     | 60        |
| Q5b. How do you rate how quickly you get seen?  | 76     | 69        |
| Q7b. How do you rate how long you have to wait?   | 53     | 57        |
| Q8a. Ability to get through to the practice on the phone?                                       | 62     | 59        |
| Q8b. Ability to speak to a doctor on the phone when you have a question or need medical advice? | 58     | 61        |
| Q9b. How do you rate how often you get to see your usual doctor?                                | 52     | 69        |
| Q10a. How thoroughly the doctor asked about your symptoms and how you are feeling?              | 78     | 81        |
| Q10b. How well the doctor listened to what you had to say?                                      | 80     | 84        |
| Q10c. How well the doctor put you at ease during your physical examination?                     | 81     | 84        |
| Q10d. How much the doctor involved you in decisions about your care?                            | 78     | 81        |
| Q10e. How well the doctor explained your problems or any treatment that you need?               | 79     | 83        |
| Q10f. The amount of time your doctor spent with you today?                                      | 77     | 80        |
| Q10g. The doctor's patience with your questions or worries?                                     | 80     | 84        |
| Q10h. The doctor's caring and concern for you?  | 81     | 84        |
| Q11a. Able to understand your problem(s) or illness?  | 66     | 69        |
| Q11b. Able to cope with your problem(s) or illness?   | 65     | 66        |
| Q11c. Able to keep yourself healthy?  | 61     | 62        |
| Q12. All things considered, how satisfied are you with your practice?                           | 80     |           |

**The patient survey offered the patients the opportunity of making a comment on the practice.**

**The question asked in the survey “Is there anything particularly good about your health care?”**

**Below are some of the comments from the survey.**

- 1. I have been with this practice for 29 years – extremely happy**
- 2. I like the fact that an appointment can be arranged on the morning I need to see a doctor**
- 3. Have always been satisfied with the practice**
- 4. Doctors at the practice have been attentive over the years**
- 5. Excellent**
- 6. Everything is excellent**
- 7. I am satisfied with the NHS**
- 8. The new hours 8-6.30**
- 9. Staff are good to talk to**
- 10. Well person check ups Nurse**
- 11. My Doctor is very good**
- 12. Surgery I attend is brilliant**
- 13. I think the service overall is good**
- 14. I feel particularly reassured by my Doctor**
- 15. Getting an appointment straight away**
- 16. All the staff are professional and friendly**
- 17. I have never had any complaints**
- 18. The care we have received is outstanding**
- 19. I find my surgery very good and the Doctor cares**
- 20. The practice has helped my family and myself and are very understanding**
- 21. Friendliness**
- 22. Very friendly**
- 23. The attention paid to my problem**
- 24. Use of Practice Nurses Actively promoting good health care**
- 25. I find the Doctors very good they do a good job**
- 26. It is very good**

**Any other comments**

- 1. I find my Doctor to be excellent**
- 2. Very happy**
- 3. Nurses are very good**
- 4. I am pleased with the treatment I receive**
- 5. Surgery Nurses always helpful**
- 6. A great bunch of people**

**The patient survey offered the patients the opportunity of making a comment on the practice.**

**The question asked in the survey “Is there anything that could be improved?”  
Below are some of the comments from the survey.**

- 1. Parking**
- 2. The amount of time you have to wait to see a particular Dr**
- 3. It should be easier to pick up the contraceptive pill when you are working**
- 4. Opening surgery on a Wednesday**
- 5. Longer opening hours for working people to see a Doctor**
- 6. Due to working full time evening or weekend appointments would be good**
- 7. I feel I have no faith in trainee Doctors**
- 8. Toys for the children**
- 9. There is a problem ringing in first thing**
- 10. Would like to see a Doctor of choice**
- 11. To get to see a Doctor of choice**
- 12. More availability on appointment to see your usual Doctor**
- 13. More appointments**
- 14. Everything**
- 15. The reception staff and time with the Doctors**
- 16. I don't think a Doctor should be limited to time with a patient**
- 17. Not having to wait two weeks for an appointment**
- 18. Being able to speak to a Doctor on the phone**

**The Practice would like to address some of the comments from the patient satisfaction survey comments. We hope the comments are useful and informative.**

**1 Parking**

We appreciate the problems with parking and will address this at a move to new premises. There is free parking at the EPIC car park and parking is very low cost on the car park across the road (library car park)

**2 The amount of time you have to wait to see a particular Dr**

Some of the Doctors have chosen to work part time and unfortunately this does cause wait but the partners have employed more Doctors to offer more appointments

**3 It should be easier to pick up the contraceptive pill when you are working**

We offer appointments with the practice nurses from 8.15am to 5.15pm throughout the week for everyone who needs to be seen and Doctors appointments to 6pm. Ladies can see the practice nurse for the pill or the Doctor Or they can go to one of the many family planning centres locally who offer late evening appointments.

**4 Opening surgery on a Wednesday**

The surgery is open every day Monday through to Friday from 8am to 6.30pm. However, we do close one afternoon per month rolling Tue/Wed/Thur for training

**5 Longer opening hours for working people to see a doctor**

Patients who work can access the extended hours service by telephone this offers evening and Saturday morning appointments. Ask at reception for a leaflet or see our website for details

**6 Evening and weekend appointments would be good**

See No 5

**7 I have no faith in trainee Doctors.**

We are a training practice so have fully qualified doctors, (not medical students) who are doing extra training. You can be reassured that every consultation by a trainee doctor is reviewed by one of the partners and they are encouraged to seek advice at all times if they are unsure.

**8 Toys for children**

The practice had a large toy box but removed it when health & safety inspectors pointed out that parents let their children leave toys all over the waiting room making the toys a hazard.

**9 There is a problem ringing in first thing**

There are three staff answering the phone from 8am and they try to answer the phone as quickly and efficiently as they can. We ask that patients ring for appointments only between 8am and 9am as this keeps the lines as clear as possible

**10 Would like to see a Doctor of choice**

If you need to see a particular Doctor then there is the facility of making an appointments with that Doctor in advance

**11 To get a Doctor of choice**

See No 10

**12 More availability on appointment to see usual Dr**

Some of the Doctors at the practice have chosen to work part time and this reduces their availability but there are often appointments in advance

**13. More appointments**

The practice offers a significant amount of appointments all though the day often running three surgeries a day in one room. Some of the Doctors have commitments in the Primary Care Team taking them out of surgeries but these are important to ensure the correct services to the future of the service in General Practice.

**14. Everything**

Perhaps the person who said this should change practices OR provide us with more details so we can look at the points they are unhappy with.

**15 The reception staff and time with the Doctors**

The receptionists do a very hard job and try to deal with all problems patiently and efficiently. Unfortunately we cannot please everyone all the time and at staff meetings we discuss how we can improve our communication and manner. The Doctors have 10 minute appointments although this not long it is impossible to meet the demand of patients needing to be seen if we had longer appointments

**16 I don't think a Dr should be limited to time with a patient**

See No 15

**17 Not having to wait two weeks for an appointment**

Appointments are available daily and the receptionist can offer appointments in less time than two weeks unless, you are wanting a particular Doctor who may work part time.

7yt6

**18 Not able to speak to a Doctor on the phone**

Telephone consultations are available on a daily basis at the end of a morning surgery.